



*Report of the
University Librarian
The University of Alberta 1981-1982*

THE UNIVERSITY OF ALBERTA

REPORT

OF THE

UNIVERSITY LIBRARIAN

TO THE

PRESIDENT

*For the Period
April 1, 1981 to March 31, 1982*

Edmonton, The University of Alberta

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Part I—General

The Administrative View

The year 1981-82 witnessed a number of significant developments within the University of Alberta Library. Organizational patterns in an institution change in response to the dictates of factors such as space pressure, level of funding, availability of staff, and technological change. Thus, two units of the Humanities and Social Sciences Library, namely Periodicals and Micro-materials, were combined to form the new Periodicals and Microforms Centre located in Rutherford South. The centre also took over the control and circulation of the bound periodicals housed in that building. Across the Galleria in Rutherford North there were also organizational changes. The Circulation Unit, for some years part of the centralized service out of Cameron, was placed under the direction of the head of HASSL. The Selection Unit which has existed for about a decade was disbanded and the staff absorbed into the Reference Service. In response to long-time agitation for a HASSL Collection Coordinator an internal appointment was made in September.

This year the library felt the full impact of technological change in cataloguing record keeping. From January 1, 1981 the Cataloguing Division has been on-line to UTLAS in Toronto. This facility supplied all new records in the form of a COM-catalogue, thus saving the repetitious manual work which heretofore has gone into the making and maintenance of a card catalogue. UTLAS was to supply with regular periodicity COM supplements listing the books recently cataloged here, but these COM-catalogues arrived so irregularly as to frustrate library staff and users alike. In addition UTLAS promised a COM-catalogue of our retrospective holdings from 1974, but this catalogue too was not delivered as promised. The Chief Cataloguer in his report describes the performance of UTLAS as "near disastrous . . . for at least ten months of the year." At the time of writing, the COM-catalogue, and the closing of the card catalogue, necessitate changes in the utilization of staff in public service areas and in the way library patrons access our collections.

In recent years more and more on-line data bases to various subject fields (e.g. Medline) have become available. The effect of the trend is that reference staff are called upon to write and execute search programmes; individualized research is expensive and needs to be properly costed with a view to full reimbursement by the user. The other effect of access to the bases is that they spew out innumerable bibliographic references of various levels of usefulness, and often to exotic sources which our Library could not possibly be expected to have in its collections. In consequence of these bibliographic citations being known, a heavier burden is placed on the Library's Interlibrary Loan Unit to obtain material sometimes from very obscure sources.

This year the Library's Systems Division was engaged in experimenting with the DOBIS/LIBIS software package. The preliminary reports suggest that the system is suitable for implementation as an integrated inventory control system. The moment of decision on adoption is approaching.

The funding of library acquisitions programmes remains a major concern and will continue to plague this and other libraries as long as world-wide inflation continues. As indicated elsewhere in this report, the university librarians and university administrators in the province sought to persuade the Provincial Government to continue the library grants from the Alberta Heritage Savings Trust Fund beyond April 1982, but to no avail. President Horowitz played a major role in the negotiations. Good coverage of the financial plight of the Library was given by the media.

At the end of the year under review the University Administration in the new 1982-83 budget increased the book funds sufficiently to replace the money formerly provided through the Alberta Heritage Savings Trust Fund.

The importance of the AHSTF grants in the development and maintenance of collections not only in our Library, but in those of other universities and colleges in the province in a period of severe financial strain cannot be overemphasized. The result is that the resources of all institutions of post-secondary education are much stronger than they would otherwise have been, and more able to support quality education and research.

The Library has benefited from the Provincial Government's programme of matching grants. Cheques have been received for the purchase of books to mark a special anniversary or occasion in the life of an individual or family. Private individuals and estates have presented books which are useful in our collections and eligible for matching grants.

Some years ago the chairman of the Universities Grants Commission in the United Kingdom, confronted with requests for new library construction, grumbled that Britain would be covered by research library buildings and graveyards. Being storehouses of man's collected knowledge, research libraries require additional space as their collections grow. On our campus, while the University Administration and the Government have been generous in the provision of buildings, such has been the rate of growth that a space crisis is again imminent. A census of areas where shelf space is critically short shows the following:

Rutherford Complex—Book space will be exhausted in 2 years hence.

Cameron Library—Book space in the Science Division on floors 3 and 4 is exhausted with no relief until Health Sciences, moves out in 1985.

Education—Space situation is critical; no relief in sight.

Mathematics R.R.—Shelving space is critical but will last one year; then no further space will be available.

Physical Sciences R.R.—Shelf space is exhausted, and no further space is available.

In the opinion of the writer the need is for an immediate expansion of the Rutherford Library in accordance with the original plan of the campus planner. About 60% of all acquisitions are added to this library. At the same time, a compact storage facility should be developed on campus, preferably as a component of an existing library because of the long-range convenience and maintenance cost efficiency. As this report is being written the University Planning Office has initiated action to decide on the siting of an addition or new library building.

The plans for the new Health Sciences Library quarters to be located in the Health Sciences complex south of 87th Avenue were completed. Miss Phyllis Russell as the future occupant had a key role in planning layouts of space and furniture. As stated in the critical space census above, the move out of Cameron is not likely to occur until 1985.

An architect was hired to plan alterations to the Herbert T. Coutts Library, the objective being to make the best possible use of existing space. The original submission, which included an expensive new stairwell, was costed out at \$1,500,000, too expensive since no additional space was provided. In January a more modest plan costing only one-sixth the original was adopted for implementation in the summer of 1982.

Collection Fund Development

Mr. Olin Murray, Coordinator of Collection Development, reviews the efforts of the Province's four university libraries to convince the Government to continue the library grants from the Alberta Heritage Savings Trust Fund. The Department of Advanced Education had stated emphatically that the special funding was for three years only, and would end April 1, 1982. However, the grants were such a significant infusion into library materials budgets in a period of rapid inflation that library administrators can be excused for wishful thinking.

When the Government communicated unequivocally in October 1981 that the AHSTF funding for libraries would not be continued, this Library's funding outlook was grim. In assessing the implications of embarking upon fiscal year 1982/83 with no replacement for the Heritage funding, it was perceived that severe cutbacks in the level of acquisitions activity would have to be instituted. With no assurance from the University Administration of a significant increase in the base budget in the coming year, the only recourse was drastically to curtail the current ordering of books. It was calculated that in order to avoid an over-expenditure of the

library materials fund by the fall of 1982/83, it would be necessary immediately to cut book ordering, in comparison with the preceding years, by two-thirds.

Later, in January, at a Planning and Priorities meeting, President Horowitz advised that the library might lift the partial moratorium on ordering, by granting a normal Round I allocation for fiscal 1982/83. He also declared the University Administration's determination to see that library acquisitions would be maintained, at least at a minimum necessary rate.

The following table compares expenditures on library materials for the years 1981-82 and 1980-81:

Expenditures on Library Materials

	<i>1981/82</i>	<i>1980/81</i>	<i>Percentage Change</i>
Base operating grant:	\$2,410,000.	\$2,100,000.	+14.8
Unexpended funds carried forward from the previous year (operating)	0	329,000.	
Unspent funds carried forward from the previous year (AHSTF)	185,000.	318,000.	
AHSTF Grant:	898,000.	898,000.	
Total Appropriations:	3,508,000.	3,676,000.	-4.6

The above table reveals that there was a reduction of 4.6% in the total appropriation despite an increase of \$310,000 for the operating grant to raise it to \$2,410,000. The decreased total appropriation comes as the result of the reduced value of committed but unexpended funds carried forward at the end of the fiscal year 1981-82. The combined carry-over from the preceding year for the operating and Heritage accounts was \$647,000 for 1980/81, only \$185,000 for 1981/82.

In a further table, Mr. Murray shows the breakdown by types of materials purchased:

Comparative Expenditures and Commitment Balance

	<i>1981/82</i>	<i>1980/81</i>	<i>Percentage Change</i>
Standing commitments	\$1,943,000.	\$1,718,000.	+13.1
Books and regular orders	471,000.	742,000.	-36.5
Total Expenditures	3,497,000.	3,530,000.	-.99

The table reveals that the same level of activity in the standing commitments (periodicals, serials and binding) required a 13% increase in expenditure. The impact of this price movement had to be absorbed by a reduction

in monographic purchases, which were decreased by almost 37%.

Mr. Murray writes thus of fund management strategy for the future:

Assuming the continued volatility of price movements of serials, such that renewal cost forecasts are fraught with error, I believe we must strive in the long run to maintain unspent funds (or what the Comptroller's Office calls "a reserve") sufficient at all times to cover existing commitments, and that the monthly rate of book ordering, in the aggregate, must be held at a limit which ensures a balance of commitments and unexpended funds at the end of the fiscal year. These unspent book funds provide, among other things, a safety valve for unexpectedly large requirements in any given year in the serials budget.

Accounting

Mrs. Marlene Sherban, in charge of the Accounting Unit, reports that 483 jackets, each containing about 50 invoices, indicated approximately 24,150 invoices processed. The breakdown in currency payments was as follows: 222 jackets in U.S. funds, 146 in Canadian, and 115 others paid by bank drafts to foreign suppliers in their own currency. The exchange rate on the payment of American invoices ranged from 1.1875 in April 1981 to a high of 1.2312 a year later, the average for the year working out at 1.2059.

The Library replaced many of its Xerox photocopy machines with the Nashua copiers.

Staff

Mr. John Teskey, Library Personnel Officer, is responsible for the non-academic staff, numbering 285.5 permanent positions, supplemented during the academic session by term and part-time appointments. One change in the 1981/83 Board/NASA Agreement was a simplification of the position categorization of staff. A major change related to staff illness entitlement, combining casual and general illness into one more generous entitlement, but tightening the rules covering the presentation of medical certificates.

The Personnel Office initiated a number of staff training and development programmes during the year.

On the professional staff there was one retirement, when Mrs. Margaret Farnell, after a long association with the Library, serving in a number of capacities, retired as head of Reference Service in HASSL. There were eight resignations: Marianne Jamieson, Violet Lutzak, Bente Scarnati—all with long service, Nadia Bock, Patricia Goddard, Pat de Haas, Marianne Hamilton, Ingrid Langhammer.

There was considerable movement of professional staff with eight people either transferring to different areas or being promoted to more

responsible positions. Frances Mielke and Maryon McClary moved to the Education Library. Sharon Empey became head of the Records and Processing Unit in the Cataloguing Division and Betty Jean Busch head of the Humanities and Social Sciences Library. Mohan Sharma assumed the headship of the new Periodicals and Microforms Centre. Within HASSL, Georgina Lewis became Collection Coordinator, and Douglas Poff, Assistant Head for Reference Service. In the Herbert T. Coutts Library, following Mrs. Busch's transfer to HASSL, Madge MacGown succeeded as head of the division. Michael Storozuk of the Cataloguing Division was seconded to the Systems Division for the duration of the DOBIS/LIBIS experimental project and Yvonne Fenton was appointed a special assistant in Cataloguing during Mr. Storozuk's assignment to Systems.

The Library had two staff members on leave through the year, Anna Altmann and Roy Barter.

New appointments to the permanent professional staff were as follows: Jeanette Buckingham, Brian Champion, Ernest Howe, Laureen Moffat, Wanda Quoika-Stanka, Ann Rae, Fern Russell, Kathryn West, and Margo Young. Ms. Young, a former staff member, returned as head of the Science Library.

The writer of this report, in terminating twenty-seven years of administration wishes to thank all staff members for their contribution to the successful operation of the Library. A special commendation must go to long-term staff for their loyalty, sense of responsibility, and patience in training scores of new and short-term employees. Approximately thirty persons have seventeen or more years of service.

Systems

Mr. Jim Heilik of Library Systems states that the purchase and installation of an IBM Series I minicomputer greatly enhanced circulation control. The machine assumed control of the terminals which record book borrowing transactions at charge-out desks. The software was put together in such a way that the charge-out and check-in process at the terminals remained virtually the same as they were when controlled by the microcomputer in use the previous year. This was done so that the latter machine can function as a back-up should the minicomputer be down. Work is underway to write the software which will enable a charge-out terminal to signal whether a borrower is in good standing.

Last year's report made reference to the start of a pilot project to test the DOBIS/LIBIS software as a potential integrated inventory control system which would encompass most aspects of the Library's operations. Three programmers and a systems librarian have been assigned to the project. The package has been running on the computer in the Office of Administrative Systems. DOBIS/LIBIS looks promising as a future installation in our Library, but no firm commitment to implementation has yet been made.

Part II—Processing

Bibliographic Verification

Mr. Brian Hobbs, head of the division, describes how the shadow of uncertainty over the 1982-83 materials budget effected his division's operation in the year under review. With the prospect of decreased funding in 1982-83 it was imperative that there should be no over-expenditure at year's end. Neither the last allocation to teaching departments (normally made early in the winter) nor the first allocation of the new year (usually assigned in late December) were announced. Needless to say with two successive normal allocations cancelled the work flow decreased; the quota of new orders was reduced by 25%. Finally after the New Year sufficient information on 1982/83 funding was forthcoming to allow the Library Committee to announce to teaching departments a Round I allocation.

The staff took advantage of the reduction in ordering to eradicate a backlog of requisition checking, and also rallied to the assistance of the Library's hard-pressed Interlibrary Loan Unit in checking loan requests. Further the Division was able to save two man years of the salary account.

The number of requisition cards submitted decreased by 20,000, to 37,730, an indication of the awareness of teaching departments that book funds were in short supply. The percentage of requests submitted and rejected as duplicates already in the Library or on order remained approximately the same at 36%. All together 45,272 orders were processed, a decrease of 13,000, while an additional 13,852 titles were obtained through the selection slip service.

Acquisitions

The head of the Acquisitions Division, Ms. Sieglinde Rooney, summarizes the year administratively as follows:

The budgetary curtailment brought about reduced statistics in most areas and contributed to a "freeze" and a delay in filling of key positions; the successful conclusion of the reorganization discussions facilitated job enrichment and reclassification of some support positions and, finally, the postal strike, which while initially providing an opportunity to complete tasks delayed due to staff shortages, eventually critically tested the division's ability to function under extreme pressure.

The financial stringency caused a reduction of almost a quarter in the ordering and receipt of monographs. The number ordered was 43,873, a 22% decrease, while the number of receipts was 43,181, a decrease of 24%. The mean cost of monographs actually declined by 55 cents per item from an average of \$28.52 to \$27.97. With the American dollar stronger, and the

British pound weaker, a trend is toward ordering more material from Britain.

A more spectacular decrease was in the ordering of audio-visual materials, a decline of 66%. However, this decline was in part due to Micro-media, one of the chief suppliers, going into receivership, a sign of the economic times.

The Library for some years has of necessity been frugal in subscribing to additional periodicals, but this year 347 new orders were placed, a net growth in our subscription list of only 2%. For over a decade the cost of periodicals has been more inflationary than even books, but this year the cost of individual subscriptions seemingly has decreased by 8%. One of Canada's recurring postal strikes wreaked havoc in the Acquisitions Division, which was also beset by staff shortages. The postal services in foreign countries, when the Canadian mail service is disrupted, return periodical issues to the publishers; in consequence of this policy our Library has to send hundreds of claim requests. The resulting delay in receipt was as much as four months for some periodicals.

The principal countries of origin of library materials are as follows: Canada—30%; U.S.A.—30%; England—14.5%; Germany—12.4%; France—2.8%. The percentage attributed to a Canadian source is misleading because the books and periodicals are not published in this country but supplied by John Coutts Ltd., a vendor who straddles the border at Niagara Falls and provides a high proportion of our orders for publications originating in the U.S.A.

The average price of monographs per country in Canadian dollars is as follows: Canada—\$24.00; U.S.A.—\$27.06; England—\$28.35; Germany—\$14.16 and France \$19.48. The Canadian and American prices seem to have increased by 5%, while those of Britain, Germany and France decreased by 10%, 46% and 20% respectively.

The Library's expenditure on monographic material was \$1,553,009.03. The cost of periodicals and standing orders is added to the above, the total expenditure on library materials is \$3,323,371.60. Total expenditure decreased by only 1%.

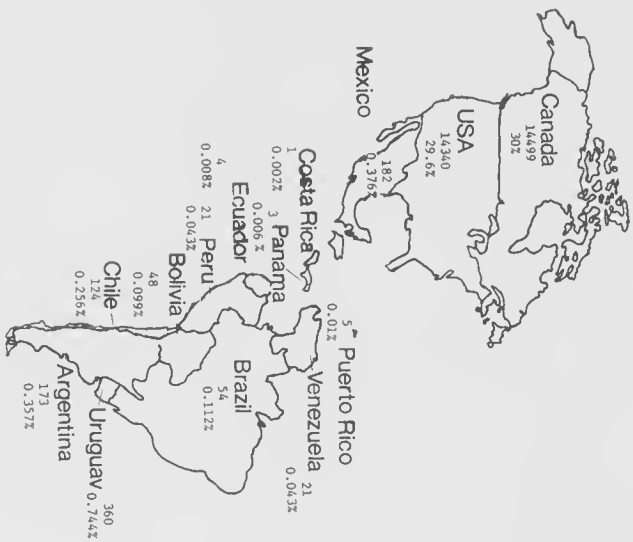
Cataloguing

Mr. Seno Laskowski of Cataloguing reports his administrative year as follows:

major organizational changes made necessary by the implementation of the UTLAS system, a near disastrous performance of the on-line system (UTLAS) for at least ten months of the year, other systems problems and numerous staff changes all added up to a rather difficult year of operation. It is therefore gratifying to be able to report . . . a slight increase in production over the previous year.

Vendor Nationality 1981/82

* Statistics include the number of orders placed with each country and the percentage that the number represents of the total of 48408 orders placed.





Toward the end of the year, the on-line system was functioning well and staff were more comfortable with UTLAS.

The implementation of the UTLAS on-line cataloguing system required a number of major organizational changes. One was in serials work; cataloguing, added copies and corrections were combined into a single unit. Further, all monograph corrections and file maintenance work was combined and made the responsibility of the Corrections/File Maintenance Unit. A new unit, Authorities, was created, with responsibility for the creation and maintenance of all names, series and subject authority records in the UTLAS authorities system.

A high turnover of staff, with positions being vacant for long periods, was a factor creating a serious backlog of original cataloguing in the Social Sciences Unit and other but less serious backlogs in the Humanities and Serials Cataloguing Units. It was impossible to eliminate the very large backlog of manual corrections to be made to the catalogue since this involved approximately 6,000 card records all of which require retroconversion to machine-readable form.

Even though conditions were less than ideal, over-all production was much better than anticipated. The number of titles catalogued amounted to 54,996, an increase of approximately 11,000 volumes. The number of volumes processed was 86,621, up from the previous year.

Fortunately, toward the end of the reporting year the response time of

the UTLAS on-line system improved dramatically as a result of the installation in Toronto of Dual CATSS, a second on-line system.

Although the card catalogue was closed, a great deal of staff time is spent pulling and refilling cards and informing branch staff on the maintenance of the catalogues. Any substantive savings in staff time will therefore only become possible after the entire catalogue has been converted to machine-readable form.

The prospect of being able to create authorities records specifically cross-referenced by names, serial and subjects in machine-readable form, and the facility to link these with bibliographic records in our Library's large data base, was a deciding factor in joining the UTLAS system. Cataloguing staff spent many hours converting the local more than 50,000 manual authorities file to machine-readable form. In late August 1981, UTLAS completed the data base walk—that is, linking our bibliographic records with headings in the authorities file. December 23, 1981 was established as the cut-off date for materials to be included in the full COM-catalogue. Unfortunately problems at UTLAS delayed the production of the large COM-microfiche catalogue until the late spring of 1982.

Bindery

The Bindery Preparation Unit of the Library dealt with 28,236 volumes during the year: 13,944 standard bindings; 9,995 checkbinds; and 4,294 books bound. While the number of volumes decreased by approximately 900 items, the unit spent approximately \$5,000 more than last year, reflecting an increase in binding costs. Mr. Alan Rankin gives the expenditure as \$171,746.

Part III—Public Service

Circulation Services

Mrs. Betty Schwob, head of Circulation Services and the Undergraduate Library, reports that the total external circulation was marginally higher than the previous year at 976,625 transactions. The accompanying table indicates that while circulation was down slightly in some units of the Library three areas registered increases, particularly the Norma Freifield Reserve Reading Room and Government Publications. The dramatic increase in the use of the new Periodicals and Microforms Centre is because HASSL journal circulation was previously listed under that division.

The Library continues to find it necessary to send out nearly 70,000 recall notices per annum, which with the increase in Canadian postage is not an inconsiderable expense.

Circulation Services distributed 27,144 borrowers' cards, a decline of nearly 13%.

External Circulation Summary for the Entire Library System Comparative Statistics 1980-81 & 1981-82

	1980-81	1981-82	% Increase Decrease	% of 1981-82 Total
Cameron Library				
Health Sciences	50,087	48,711	-2.7	5.0
Health Sciences Reserve	22,392	21,639	-3.4	2.2
Science	114,604	110,593	-3.5	11.3
Undergraduate	70,815	67,486	-4.7	6.9
Freifield Reserve Room	82,131	96,386	+17.4	9.9
Subtotal	326,421	344,815	+1.4	35.3
Coutts (Education) Library				
Education Library	100,827	104,500	+3.6	10.7
Curriculum Laboratory	127,921	125,012	-2.3	
Reserve Room	31,038	29,162	-6.0	3.0
Subtotal	259,786	258,674	-0.4	26.5
Rutherford Libraries				
Humanities & Social Sciences	301,340	281,945	-6.4	28.9
Periodicals & Microforms				
Centre	24,339	45,742*	+87.9	4.7
Subtotal	325,679	327,687	+0.6	33.6

Government Publications	3,563	3,930	+10.3	0.4
John W. Scott Library	12,596	12,681	+0.7	1.3
Mathematics Library	6,804	6,828	+0.4	0.7
Physical Sciences Library	9,061	9,773	+7.9	0.9
Special Collections	72	41	-43.1	0.004
Weir (Law) Library	12,192	12,196	+0.0	1.2
Subtotal	44,288	45,449	+2.6	4.6
Total	969,782	976,625	+0.7	100.0

*In June, 1981, circulation of all HaSSL periodicals was transferred to the Periodicals & Microforms Centre.

Undergraduate Library

Circulation from the Undergraduate Library decreased by 4.7% to 67,486 transactions. However, the large increase in circulation in the Reserve Room would suggest that there is a move toward more reliance on the reserve book collection. The staff answered 8,138 reference questions, an increase of 12.8%. It was noted that one third of the questions were instructional in nature which indicates a need for more in-depth reference assistance.

During the three days of registration week, the slide/tape orientation programme was offered to 1,961 students. Mrs. Evelyn Housch was in charge of coordinating this programme which involved eight librarians from other divisions. The Undergraduate librarians also gave library instruction to thirty-two classes in freshman English comprising 1,442 students.

Norma Freifield Reserve Reading Room

Mrs. Denise Holmen, in charge of the Norma Freifield Reserve Reading Room, reports that the teaching staff of the University placed approximately 3,000 books and 5,000 pamphlets on reserve.

The reading room circulated 96,386 items to students, an increase of 17.4%. She also reports that vandalism was a growing problem; pages were cut from books and pamphlets, especially from solutions manuals. Another problem was that an increasing number of books lent overnight were returned late, for some students are apparently willing to pay fines in order to keep books longer; to offset this inclination the Library raised the charges on overdue materials.

Some preliminary studies were conducted to test the feasibility of automating the manual charging system. However, this project has a low priority among the many tasks assigned to the Library's Systems Division.

Interlibrary Loans

Mrs. Tina James reports a difficult staffing situation in the Interlibrary

Loan Unit for the year; in this very busy area one position remained vacant for four months and three others became vacant with the opening of the new university term. Consequently when the hectic fall session began, most of the support staff were new employees in need of training.

On campus more than 1500 faculty and students submitted requests. They asked for 8,805 items, representing an increase in requests of 27%. Of these, 7,679 were successfully filled, an increase of 47% over the previous year.

Analyzed by language of publication requested, 79% was for titles printed in English, 8.5% for titles in French. By year of publication the breakdown was 34% for material issued between 1975-1980, 25% for material published prior to 1950.

Half of the material was obtained from the first library approached, the next 21% through contacting a second library, while another 10% required a third try. For each location tried it takes an average of twenty-seven days from the time the request is sent out until the location either reports back or fills the request. Since the average number of tries is 1.9 the average turn around time is close to fifty-four days.

The unit is always under criticism by impatient researchers for delays in obtaining the material. The following are some average turn around times: Calgary—9 days; McGill—15 days; Waterloo—18 days; Windsor—30 days; Berkeley, California—63 days.

The top supplier of items was CISTI with 946; this Ottawa Library's turn around time used to be very short but now CISTI is swamped with requests and its response time is erratic. The National Library of Canada supplied 337 items. If an item was not available in Canada, our Library approached the Pacific Northwest Bibliographic Centre, located in Seattle. The centre has been able to supply about 82% of requests for locations of titles in American libraries. Of the material obtained for our on-campus borrowers, 20% was supplied by American libraries.

Incoming requests from other libraries numbered 14,278, a decrease of 6.4%. One reason for this slight decrease was the Canadian postal strike which slowed interlibrary loan service for some weeks. 62% of the requests came by telex, the remainder by mail. Of the requests, 41% were for monographs and 54% for photocopies. The unit was able to fill 62% of the first and 79% of the latter.

The unit received 486 requests for theses written at the University of Alberta. In responding to the requests 297 could be supplied on microfiche. As our theses do not circulate, if a thesis is not available on microfiche the requesting library must pay the cost of either microfilming or photostating; only thirteen requesters asked for the first, and twenty for the second. Of the theses requests, 53% came from university libraries, another 12% from government department libraries, and 10% from company libraries.

Of ILL requests, libraries in Alberta generated 40%, while another 19%

came from Saskatchewan; in all, the Prairie Provinces were responsible for 65% of completed requests.

The staff of the Interlibrary Loan Unit also analyzed the Alberta requests and found that 62% were from universities, and another 18% from company libraries. Of the Alberta requests, 36% were for monographs, and 61% for photostats. The number of requests from the AUILLs consortium was 3,497, a decline of 12%. This was perhaps largely due to a change of policy at the University of Calgary. This library formerly sent "blind" requests but the hit rate averaged only 30%. Now Calgary is sending such requests to the National Library in Ottawa to search for locations, and this explains the drop in the number of requests coming to the University of Alberta.

Of the AUILLs requests 41% were for monographs, 56% for photocopies. The unit was able to fill 70% of the requests. By library, Calgary was responsible for 1,956 requests, Athabasca for 761 and Lethbridge for 779. The University of Alberta received 598 items from other AUILLs libraries. The other Prairie Provinces libraries in the PALS consortium submitted 5,267 requests to our Library, of which we filled 79%. The heaviest user of the PALS agreement, the University of Saskatchewan, asked for 914 titles.

Humanities and Social Sciences Library

Mrs. B.J. Busch submitted her first report as head of the Humanities and Social Sciences Library in Rutherford North. The most notable change was the separation of administration as between Rutherford North and Rutherford South buildings. As described elsewhere, Rutherford South is now the domain of the Periodicals and Microforms Centre. In Rutherford North there were a number of organizational changes intended to create a cohesive whole. One was that Circulation Services formerly under the Coordinator of Circulation Services in Cameron Library has been transferred to HASSL administration. A second change has been the disbandment of the Selection Unit with the staff positions moved into the Reference Section. At the same time, the long-delayed appointment of HASSL Collection Coordinator was made in late September when Mrs. Georgina Lewis was appointed to the position.

Mrs. Lewis reports that her first year was largely devoted to organization; taking inventory of the needs, and designing a collection development programme. Mr. Douglas Poff, Reference Coordinator, indicates three trends underlying the pattern of reference service during the year. The first was a predominance of requests for basic library instruction as opposed to a more specialized subject reference. The second of these was an unacceptably high proportion of time spent on directional assistance, while the third was a significant growth in demand for telephone information service. The number of reference queries was 34,762, an increase of 5%. The catalogue information desk had to be closed because of the lack of staff, for

the division had a reduction in its professional complement of three. There was a 17% increase in the number of telephone information inquiries, the majority of them identified as being from outside the university. More than 65% of the telephone requests were for our staff to check the catalogue for titles which the caller wished to borrow; this service is time consuming and therefore expensive.

With respect to library instruction, 107 sessions were given to a total of 3,021 individuals, to which staff dedicated 378 hours of time. The English 200 programme, designed to convey the basics of library research methods, reached over 2,000 students and involved 13 librarians. Instructional programmes were also offered to students in Business and Economics and in Physical Education.

The reference service also conducted on-line computer searches of commercial data bases, 118 of them for seventy-six clients. The flat fee for each search, intended to defray most of the commercial costs, has fallen increasingly short with the increases in data base costs, and with currency devaluation.

Mrs. Sally Manwaring, head of Government Publications Unit located in Cameron, reports that the most notable project for the year was the entering of document records into a SPIRES data base, which now provides access to 3,500 documents by subject, corporate author and series. A CODOC classification for provincial documents is also being attempted. A total of 31,668 documents was added to the collection bringing the total holdings to almost 292,000. In addition, 41,066 microform items were added, for a total documents collections in microform of 334,000. Internal use of the material increased by 3,5000, for a total of 16,899, while external borrowing amounted to 3,930 items. There was a significant increase in the reference service at 18,309 inquiries.

Mrs. Marie Pettit, supervisor of the Circulation Unit, notes that the most significant change in the year was the placing of the unit under the HASSL Library instead of the central Circulation Division. The entrance and exit turnstiles were moved adjacent to the circulation desk, thus relieving check-point staff from duties at the security gate and allowing a reduction of staff by the equivalent of two full-time positions. However, it also increased significantly the burden on circulation staff who are now expected to respond to the security alarm, give out change for the photocopying machine, handle requests for directional assistance, all in addition to their normal duties. There is a need for more patrolling of the library building, as it is increasingly difficult to enforce library regulations.

Periodicals and Microforms Centre

Mr. Mohan Sharma submitted his first report as head of a new division organized July 1, 1981—the Periodicals and Microforms Centre. The division, located in Rutherford South, consolidates the management of

bound and unbound periodicals and of micromaterials in the fields of Humanities and Social Sciences. The two old units, namely Micromaterials and Periodicals, formerly under HASSL, were merged in the new location, and the circulation responsibilities centered in the building.

The creation of a new division in a lean fiscal year had its inherent problem of starting with a lean budget. Finding money for new positions was difficult, while the transfer of staff from other divisions was minimal. Nevertheless, the staff of the division effectively met their deadlines. The staff consists of thirteen full-time persons of which two are recurring positions.

Physical space planning, moving of collections, physical alterations, and establishing procedures and policies for the division were the major accomplishments of the year. These were achieved with the assistance and active participation of the key staff, Miss Ingrid Bromann, Miss Mary Lochhead, Mrs. Anu Mani and Mrs. Donna Emblin.

The workload was heavy in maintaining records of newspapers, periodicals, and micromaterials. All of these require constant monitoring of missing issues, claiming or reordering without delay, and preparation for binding. These are complex and meticulous tasks, yet the relatively new staff performed these functions well. In the Micromaterials Unit maintenance of more than twenty readers of at least twelve different makes, photocopying of microforms, and assisting new users, took considerable time.

Public Services circulated 45,742 items, an increase of 87.9%. There was a similar increase in informational questions, a total of 41,126, or a 113% increase.

In the Periodicals Section 266 new titles were added, an increase of 47% over the previous year, while 239 were cancelled, 213 ceased publication and 186 changed their titles. On top of the workload summarized above, came the Canadian mail strike, which disrupted the normal routine and created undue pressure on claims and bindery work. With respect to the future, Mr. Sharma points out that shelving space for bound periodicals and microforms is moving towards a crisis. Further, micromaterials equipment is outdated and of an assortment of manufacturers and models; thus while the division has a lot of equipment, only a limited number are effective viewers. What is anticipated is a coordinated phasing and updating of viewers to meet the increasing demand.

Special Collections

Mr. John Charles expresses concern about the lack of priority given to the cataloguing of books purchased for Special Collections. This year 867 were catalogued, only half of the number of two years ago. Consequently the backlog continues to grow.

Within the division, 455 University of Alberta theses were processed for

the archival collection which now contains 10,450 titles. The staff organized and hand-listed the papers of Wilfred Wees, a graduate of this University. The archive of a small Ontario fine printing press, Basilike, was acquired and inventoried. A library school student compiled a finding list of the Basilike material.

In October the Friends of the University, in honour of 21 retiring faculty members, made a presentation of three books to Special Collections: *Jack Chambers* (1978), Jules Heller's *Papermaking, the White Art* (1981), and Thomas J. Dimsdale's *The Vigilantes of Montant* (1866).

Special Collections lent books for exhibitions elsewhere. The Hamilton Art Gallery borrowed seven books for a display of 20th century book binding. Carleton University borrowed three 18th Century editions of Frances Brooke's *The History of Emily Montague*.

Ms. Carolyn Poon, the division's conservateur, while holidaying in Hong Kong, took a course in Chinese scroll mounting techniques. The method could be used in reinforcing brittle book pages by backing. Ms. Poon examined the 2,492 Canadian literature books and pamphlets in the division, and found 95% to be acidic; approximately 80% will need routine maintenance, while 20% are in need of more intensive care.

The Division reported its John Bunyan collection, over a hundred items, to the ESTC project at the British Library.

Science

In her first report as Science Librarian, Miss Margo Young states that the two concerns of the division during the year have been the need for increased staffing and the need for additional space to shelve books. Unfortunately the space problem is unlikely to be resolved for approximately three years, at which time the Health Sciences Library will be moving out of the Cameron Library.

Mr. David Jones, Assistant Science Librarian, has examined the methods of obtaining current monographs to add to the collection, and has recommended certain changes. The number of volumes added was up 20% over the previous year, a total of 5,232 new books. At the same time, 10,347 documents were acquired, in percentage a similar increase.

Some money was allocated to the division for new continuations. Faculty members in the sciences were cooperative inasmuch as they limited their requests for periodical titles to the essential.

The number of requests from the science faculty for interlibrary loans increased 20%, particularly for journal articles, reflected the increasing ease with which bibliographic references may be found. At the same time, the number of interlibrary loan requests from other institutions for science material from our library's collections was up 10% to 3,488 requests.

The science material in government publications has been indexed in

the KWOC system which has improved access to the 7,000 science documents so indexed.

The reference librarians answered approximately 20,000 questions during the year, or an average of about seven questions per hour during those hours the reference service was open. Computer searches doubled during the year; there were 641 requests which retrieved 27,903 references.

Satellite Reading Rooms

The Mathematics Reading Room spent the summer adjusting to additional space which gives the branch a short reprieve in the provision of shelving space. A decision was taken to rearrange the periodical collection in alphabetical order rather than by classification number. The reading room circulated 7,239 books internally and 6,628 externally, a slight decrease. Missing books are a concern as key holders have access to the Mathematics Library at all times.

In the Physical Sciences Reading Room also, space has been the major concern. The Physical Sciences branch obtained some space relief when the *Science Abstracts* subscription was converted to microfiche. However, the unavailability of the indexes on fiche, and the unpopularity of the fiche as opposed to hard copy, led to a return to the regular subscription at the beginning of 1982. The branch circulated 65,686 books internally and 9,773 externally. The reading room collection added 556 new books and four new periodical titles.

Health Sciences Library

Miss Phyllis Russell calculates that 3,352 volumes and 1,974 bound journals were added to the collection in Health Sciences, bringing the total to 137,800. The number of serials subscribed to is 2,010. Financing the purchase of expensive medical material remains a worrisome problem, and it was necessary this year to use money from the Advanced Education Endowment Fund to purchase some monographs. The allocation for new serials was only \$2,100 and as the average price per subscription is now above \$100, this sum did not procure many new titles.

With the advent of on-line computer searching, users find articles of interest in a vast and varied number of journals. The Medline data base alone adds about two dozen new medical titles per month. The result of this greatly increasing bibliographical access to published articles is a rising number of requests for interlibrary loans.

A total of 17,858 reference queries, including computerized information retrieval searches, were answered, a decrease of 6%. Of these, the 690 computer searches showed the same percentage decline; 636 were performed on Medline, 54 on other data bases. The library staff performed 240 lengthy manual searches which required 60 working days to complete.

The College of Physicians and Surgeons paid the Library \$10,835 for library services to physicians in the northern part of the province. This money was used to purchase monographs. The staff received 1,656 requests for photocopying, or a total of 70,000 pages which was an 8.3% increase in the number of pages provided.

The total circulation was 68,423, of which 5,918 were books circulated to hospitals in the city other than the University Hospital. The John W. Scott Reading Room in this latter hospital received 6,866 loans from the main collections.

The blueprints for the new library quarters to be provided in the second phase of the Health Sciences complex have been finalized; the move out of Cameron into the new facility is anticipated early in 1985.

John W. Scott Library

In her report Miss Russell pays tribute to the late Dr. John W. Scott, Professor Emeritus of the University and former Dean of the Faculty of Medicine. The fact that the reading room was named in his honour, and that the future new health sciences library is to bear his name, indicate the degree of his contribution to the University Hospital, to the Faculty of Medicine of the University, and to the practice of medicine in this Province.

The reading room serves the informational and educational needs of the hospital staff and students. While the external circulation remained virtually the same, internal use increased by 60%, a total of 27,064 loans. The number of brief informational queries answered was 740. Questions requiring the services of a reference librarian were referred to the main Health Sciences Library. The collection added 99 new books and 38 serial titles.

Herbert T. Coutts Library

Miss Madge MacGown, who was appointed head of this library on September 1, 1981, submits her first annual report. One organizational change during the year was the amalgamation of the Collection Development and the Education Reference Units. During the year considerable thought was given to the proposed renovation of the library wing of the Education Building complex. In August an architect submitted a proposal which would have cost nearly \$1,500,000. Since no additional space would result from the changes, much more modest proposals were then drawn up and submitted on January 15, 1982, the total proposal costing \$225,000. This work is to be completed in the summer of 1982. It allows the consolidation of office space which should make for a more efficient work flow.

Based on workload increases, the Coutts Library was granted an increase of one professional staff position. However, the growing workloads in reference questions and computer searching will demand additional professional staff. A trend is that the level of sophistication of

reference questions is increasing and will necessitate more professional librarians.

During the year the Edmonton School Board requested direct library service for administrators and teachers on a contract basis, proposing to close down their own central library service as an economy measure. The proposal was rejected.

A change was made in the shelving of periodicals, which heretofore had been arranged alphabetically by title but have now been place in call number order.

The library continues to enjoy exceptional support from the Faculty of Education, through funding for computerized data bases, funding for student assistance, and moral support and direction from the Curriculum Laboratory Advisory Committee and the Faculty of Education Library Committee.

In circulation, no definite trend of usage was identified. The checkpoint counter indicated that there were 452,532 entries into the library, a decrease of 7%.

The circulation figures show that 80% of the material borrowed is used within the library. The high internal circulation is related in part to the increased use of the periodical collection which does not circulate externally.

The Curriculum Library added 7,153 items during the year, most of which were books. Included were 583 audio-visual items; it was noticed that the cost of the latter material is now \$68.42 per item. The library made a concerted effort to weed out-of-date A-V items and books. The Curriculum Library spent \$41,5000 in discretionary funds as compared to \$69,800 the previous year.

A selection policy was developed and presented to the Faculty of Education Council.

The staff gave two-hour orientation courses as part of Education Practicum 251. There were fourteen of these sessions.

The reference service had an increase of 18% in the number of questions asked, or 6,601. Another 12,329 directional questions were answered and 1,063 telephone questions. The Curriculum Library answered another 26,847 questions so that the grand total for the Coutts Library was 46,840. With the Faculty of Education's promotion of the Interactive ERIC system available on SPIRES, professional staff are called upon by graduate students for assistance in preparing search strategies and in interpretation of search results. Computer searches done by reference staff have increased almost 30%, with the time for search increasing by 24%, or an overall increase of 60% in the total time spent on computer searching; thus the time spent per individual search averaged 56 minutes, and the total time taken for the year was approximately one month of staff time.

The reference staff continues to index journal articles and monographs

published in Alberta for the *Canadian Education Index* and the *Alberta Education Index*, a valuable service to education in general.

The sum of \$55,000 was allocated to collection development, down by \$14,800 from the previous year. This purchased 5,309 titles.

In the Technical Services Unit there were two significant projects during the year. The first was development of a SPIRES programme to organize curriculum guides, creating a data base of Alberta curriculum guides which can be searched on-line. The second project was a detailed procedural manual for cataloguing curriculum materials.

Law Library

Mrs. Lillian MacPherson in her report on the Law Library states that the collection was in receipt of 8% more monographs than in the previous year. In serials the number of items added was doubled; there was an aggressive pursuit of missing back issues, and a special bindery project was launched to bind those volumes thus completed. The number of government publications increased by 16%. The lag in the receipt of new monographic material after it has been ordered continues to be a major concern.

The move to on-line UTLAS cataloguing and COM-catalogue has had a substantial effect on the ability of the Law Library to identify recent items in the collection; the betwixt and between state is an inconvenience to users and necessitates changes in existing files and routines. As in other areas of the library system the inability of UTLAS to deliver supplements to the COM-catalogue on schedule creates serious access problems for users.

In the public services unit the external circulation rate remains static. Requests for interlibrary loans and photocopying from other libraries increased by 14.4%. Members of the Law Society of Alberta using the photocopying service submitted 4,595 requests, an increase of 31%. Provincial government libraries doubled the number of their request to 2,536. Requests from AUILLs similarly increased. Computer searches increased by 52%.

The Alberta Law Foundation was approached for funds for two projects; one was a request for a renewal of funding for the service centre which does computer searches for lawyers and also trains students in the use of the computer. This project is now known as Law Information Alberta. The second project was to index the unreported decisions of the Alberta Queen's Bench and Court of Appeal. Mrs. Patricia Rempel has designed the project and will carry it to completion.

Library Publications

Administration

Library Information Bulletin, Nos. 118, 119, 120
Library Staff Bulletin, No. 22 (internal distribution only)
Report of the University Librarian, 1980-81

Cataloguing and Records

Cataloguing Division Communique. Nos. 7, 8, 9 (internal distribution only)

Humanities and Social Sciences Library

Government Publications
Selection Accessions List, May-June 1981; July-Aug. 1981
Sept.-Oct. 1981; Jan.-Feb. 1982

Special Collections

U. of A. Theses—1981 Spring
U. of A. Theses—1981 Fall

Orientation Material

University of Alberta Library Guide, 1981 Edition
Freshman Slide/Tape Orientation Program
The Library, University of Alberta. Summary of Branches and Services,
General information for faculty, graduate teaching assistants and
graduate students. Leaflet.

Photograph: Ingrid Bromann

